



# Schools Protection Program (SPP)

## Automobile Claims Reporting Guidelines\*

The chart below lists when to report a claim to SPP and/or ICBC. See page 2 for important claims reporting information.

### Who do I report the claim to?

Injury to person(s)**		ICBC
Multi-party collision	SPP	ICBC
Single vehicle collision (SD vehicle involved only; no damage to any other property including another vehicle)	SPP	
Comprehensive	SPP	
Windshield***	SPP	
Hit and Run	SPP	

- ! **Collision** means impact with a moving vehicle or a stationary object such as a parked vehicle, a structure, a tree, or surface of the ground.
- ! **Comprehensive** means anything other than collision, such as impact with an animal, fire, theft, or vandalism.
- ! **Windshield\*\*\*** means a chipped, cracked, or broken windshield.
- ! **Hit and Run** means damage to property or injury to persons by an unidentified driver. Please report to police and obtain a police file number.

\* *Additional information about the [SPP Automobile Claims Reporting Guidelines](#) is located on the [SPP website](#) under the [Automobile](#) section.*

\*\* *Person means driver, passenger, pedestrian, cyclist, etc.*

\*\*\* *Estimates are not required for windshield repair/replacement. Submit the [New Claim Report](#) to the SD's Transportation Department for guidance on the claims process.*



## VEHICLE CLAIM PROCESS

### Collect the following information at the scene of the accident:

- › Full legal name of all individuals involved and their driver's license number;
- › Contact information of all other individuals (e.g., phone number, mailing address and email);
- › License plate number, make & model of all other vehicles;
- › Automobile insurance details of all other drivers, including the name of their insurance company(ies) and policy numbers;
- › Date and time of the accident;
- › Names of any witnesses and their contact information (e.g., phone number, mailing address and email);
- › If the police are involved, please note the file number provided, and.
- › If possible, to do so safely, take photographs to document the scene.

### To report a vehicle claim:

Complete the [New Claim Report](#) under the [Automobile](#) section of the SPP website. This report must be completed for each claim submitted to SPP and/or ICBC. **\*\* All reports to ICBC for physical damage repairs must occur within 90 days of the event \*\***

- 1| Per the instructions on page 1 of this card, determine what type of accident has occurred. If assistance is required, please contact SPP Claims at 250 356-1794 or [RMBclaims@gov.bc.ca](mailto:RMBclaims@gov.bc.ca).
- 2| Complete the [New Claim Report](#) with as much detail as possible as per the checklist on page 1. Include a description of the accident and a simple diagram on page 2 of that form.
- 3| The [New Claim Report](#) is to be sent to SPP and/or ICBC per the chart on page 1.
- 4| Email the [New Claim Report](#) as follows:
  - To SPP: [RMBclaims@gov.bc.ca](mailto:RMBclaims@gov.bc.ca)
  - To ICBC: [fleet.claims@icbc.com](mailto:fleet.claims@icbc.com)
- 5| Once the [New Claim Report](#) has been received, a claims examiner will be assigned to adjust the claim.